

# STRATEGIC PLAN

2002-2005



South Carolina State Library

# **SOUTH CAROLINA STATE LIBRARY STRATEGIC PLAN 2002-2005**

## **INTRODUCTION**

The staff of the South Carolina State Library has developed a strategic plan which charts the direction of the agency to the year 2005. In developing the plan, the staff considered where we are now, envisioned where we want to go, and outlined major paths we will take to reach our destination. We realize specifics of the plan may change in response to occurrences in the dynamic environment of today's information age.

The basic elements of the plan are:

- Mission
- Values
- Vision
- Role Statements
- Strategic Directions

## **ANNUAL GOALS AND OBJECTIVES PLAN**

The State Library will develop annual goals and objectives based upon the strategic plan. In developing this document, all departments of the State Library will identify objectives which contribute toward the attainment of goals and strategic goals. This document is approved by the State Library Board.

## **ANNUAL BUSINESS PLAN**

The State Library will develop an annual business plan based upon the Annual Goals and Objectives. In this plan, all departments of the State Library will identify specific activities they will perform in meeting objectives. These activities will be relevant, specific and able to be completed within the planning year. The Annual Business Plan will be the compilation of all departments' actions for the year as they relate to the Annual Goals and Objectives. Progress will be reported quarterly.

## **ANNUAL REPORT OF ACCOMPLISHMENTS**

This report will provide the opportunity of accessing progress towards our vision.

The plan was approved by the S.C. State Library Board on September 18, 2002.

# **SOUTH CAROLINA STATE LIBRARY STRATEGIC PLAN 2002-2005**

## **I. MISSION**

The South Carolina State Library's mission is to improve library services throughout the state and to ensure all citizens access to libraries and information resources adequate to meet their needs. The State Library supports libraries in meeting the informational, educational, cultural, and recreational needs of the people of South Carolina.

## **II. VALUES**

### **A. QUALITY**

The South Carolina State Library endeavors to provide services of the highest quality.

### **B. KNOWLEDGE**

The South Carolina State Library believes that a well-trained and knowledgeable staff is its greatest asset.

### **C. FREEDOM OF INFORMATION**

The South Carolina State Library believes freedom of expression is a fundamental right of a democratic society and supports the Library Bill of Rights and the Freedom to Read Statement.

### **D. ACCESS TO INFORMATION**

The South Carolina State Library believes that all citizens regardless of their location or means should have access to library and information services.

### **E. EQUITABLE TREATMENT**

The South Carolina State Library provides services to its customers in a fair and unbiased manner.

### **III. VISION**

The South Carolina State Library is a major leader in the planning and implementation of effective informational and library services for the people of South Carolina. It is a vital component of the State's information and education infrastructure.

### **IV. ROLE STATEMENTS**

#### **A. STATEWIDE LIBRARY COOPERATION**

The South Carolina State Library has a proactive role in developing initiatives and strategies to assure that libraries statewide, regardless of type, interact to obtain the maximum benefit from their collections and offer services to meet the needs of the citizens of South Carolina.

#### **B. PUBLIC LIBRARY DEVELOPMENT**

The South Carolina State Library has the responsibility to support the development of effective public library services. The people of South Carolina depend on public libraries as an essential community and education resource. Libraries offer a variety of materials and services for information, enjoyment, and independent learning. Building on a heritage of serving all, regardless of means or ability, public libraries will continue to guarantee South Carolinians access to information needed to meet the challenges of the 21st Century.

#### **C. INFORMATION SERVICE**

The South Carolina State Library is an information center providing information and education services to South Carolinians through their local libraries, to state government personnel, and to individuals unable to use conventional print materials due to physical handicaps. Its services support the educational development of the citizens of South Carolina, thereby increasing the quality of life. As a unit of state government, the State Library provides information and education services which contribute to a well-informed workforce resulting in a more efficient state government operation.

# STRATEGIC DIRECTIONS

## I. Provide information resources and services to meet the needs of the people of South Carolina

### Strategies

- Enhance DISCUS – SC's Virtual Library
- Enhance the State Library's database and collection
- Enhance the services of the Department for the Blind and Physically Handicapped
- Encourage libraries to have an awareness of the needs of individuals who are unable to use conventional print
- Serve as the principal agent to advise, guide and assist state government personnel and elected officials in their quests for information
- Encourage remote use of the State Library's resources.

## II. Provide statewide programs to support local library services

### Strategies

- Encourage public libraries to implement local strategic plans to improve library service
- Continue administration and evaluation of state and federal grant programs
- Obtain increased state funding for library programs
- Increase participation in the statewide summer reading program
- Encourage strong children's programs in public libraries
- Conduct an intensive continuing education program
- Utilize alternative methods of delivering continuing education to local libraries
- Provide training and consultation services on electronic information and organization of electronic information
- Assist public libraries in identifying sources of technical support
- Enhance the longevity of library collections

### **III. Serve as an advocate for the contribution that libraries make to education in South Carolina**

#### **Strategies**

- Promote the adoption of policies and legislation increasing citizen access to information
- Conduct a multi-year marketing campaign focusing on the value of libraries to citizens
- Promote the services of the South Carolina State Library
- Promote library services and reading throughout the state as an integral component of the educational process and as a contributor to the economic development of the state through collaborations with other organizations

### **IV. Encourage cooperation among libraries of all types**

#### **Strategies**

- Expand and strengthen interlibrary loan practices in public libraries
- Encourage cooperative procurement of electronic information products by libraries statewide
- Encourage cooperation among the state's academic libraries
- Cooperate with other agencies within the State's information and telecommunications infrastructure to ensure that libraries are included in all statewide initiatives

### **V. Continuously improve State Library operations and services**

#### **Strategies**

- Continue staff development program
- Conduct external customer satisfaction surveys
- Provide policies, plans, physical facilities, and equipment for State Library operations